

Now the playbook...

In the first issue we introduced the high level purpose and a few of the benefits of the new Waiver System. The second issue highlighted the primary system user roles – or “players” – which will be using the new system. This issue will shed some light on how system’s workflow will be designed to help the different user roles manage the various tasks and documents associated with each participant’s electronic file.

Build a Case for Each Applicant

When someone applies for participation in one of the Waiver programs, there are a number of documents that need to be filed online with the applicant’s overall case. WDH Waiver staff uses these documents to determine the applicant’s eligibility for participating in the program and for managing the individual’s participation in the waiver program if that case is funded.

Each participant’s case will be a virtual file containing key information and required documents which support the applicant’s case. Included are the participant’s demographics, the application for the Waiver program, results of required clinical evaluations, financial eligibility reviews, and one of the most important components - the plan of care. Case managers and Family Care Coordinators, DFS staff, and WDH program staff will be able to submit (by upload and eFax) electronic image files of actual signed documents. These will be accessible as a part of the electronic case.

Submit and Manage Plans of Care

Once an applicant’s case has been approved for funding, Case managers and Family Care Coordinators will be able to create and submit the plans of care where the review and approval cycle occurs electronically following the built in workflow. Once a plan of care is approved and becomes active, Case managers and Family Care Coordinators along with WDH staff can access and maintain the plan online. This includes making changes to services, updating participant needs and risks, and other plan details.

The Waiver System will also help Case Managers and Family Care Coordinators and WDH staff manage pre-authorization of funding for services. Examples of tasks available are

- Display and modify service details, dates, units, and Prior Authorization numbers.
- Submit and save libraries of case notes to be kept at both an overall case level.
- Submit and case notes specific to a plan of care.

This will enable case related staff to log, share, and maintain a complete history of important information pertinent to that overall case or a plan of care.

Process Driven Technology



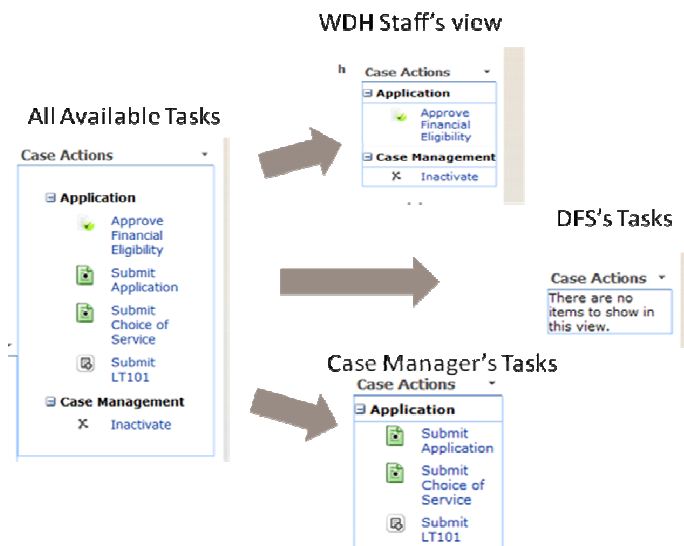
 **K2[blackpearl]®4.5**

Workflow and BPM software for simple solutions and enterprise efficiency.

Some of you might be curious to know “what’s under the hood”, although you won’t need to know what’s under there to be able to “drive” the system. The system is being developed on a Microsoft Sharepoint platform, but the heart of the system is a “workflow engine”, which is a specialized software product known as K2blackpearl® provided by a software company known as K2. Their K2blackpearl® product is a customizable software component that will keep track of what tasks need to happen at what point, and by whom, throughout the lifecycle of an application or within the plan of care.

What documents need to be submitted? What information is out of date? Whose turn is it to take action for this case? The workflow engine will keep track of these things for you based on your assigned role when you log in. But you won’t need any technical skills to use the system--we’ll provide the training and you’ll be good to go.

The end result is a streamlined process that helps everyone do their part at the appropriate time. No one sees the entire list of tasks, but let’s take a look at how the entire list that the system sees is broken down by role...



As a case manager or provider, you will be able to quickly

- Access your case load and see your tasks
- Share important participant information with WDH

Important Dates to Know:

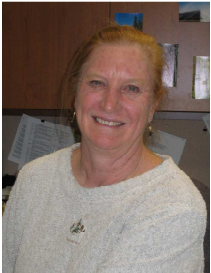


When Will I Get More Details?

The "Waiver Project News" newsletter will be published periodically as this year goes on. You can access these through your Division's web site or through your Division's current newsletter and announcement distribution channel. Training classes and materials are being planned and developed for system rollout! Look for more information to come as we approach Summer.

Who to Contact with Questions:

You can contact your WDH Division's Program contact (below) with any questions you may have:



Developmental Disabilities Division (Adult Waiver, Children's Waiver, and Acquired Brain Injury Waiver):
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Office of Healthcare Financing Division (Long Term Care Waiver and Assisted Living Facilities Wavier):
Vereen Bebo

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Mental Health and Substance Abuse Services Division (Children's Mental Health Waiver)
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As the project continues to progress, there will be a Frequently Asked Questions (FAQs) resource available to you through your Division's web site. Look for more information to come!